

IN THE SPECIFICATION:

Please replace paragraph [0005] with the following amended paragraph:

-- [0005] If the tickets are ~~[[able]]~~ refundable, some of this loss may be recovered by tracking unused tickets and seeking refunds. But such refunds typically must be sought in a timely manner. For example, full or partial refunds may be available prior to a specific date, but may be severely limited after such date. Even if the tickets are not refundable, they may nevertheless be redeemable for some form of value. In such cases, the loss may be mitigated through redemption of the unused tickets. The importance of this latter situation is becoming increasingly important because, while the use of electronic tickets is growing, so is the use of non-refundable tickets. This trend is due in large part to the significant cost savings associated with non-refundable tickets, which is causing their increased use by business travelers. Unfortunately, to recapture value from an unused, non-refundable ticket usually requires a cumbersome alternative to a refund such as an exchange, a credit, a discount, or some other mechanism for redeeming the ticket to capture its residual value. In addition, the window during which value may be captured from an unused ticket typically does not remain open indefinitely, and the value that may be recaptured tends to decrease with the passage of time. Accordingly, although it is typically preferable to use a ticket as scheduled, the next best option is typically to redeem an unused ticket as soon as possible, preferably before the scheduled date of the ticket.--